

## AZNET SLAs and Operations Scorecard - January 2009

Service Level Agreement	Target	SLA	Ticket Metrics			
			Ticket Count	Ticket Time	Average	
CRITICAL SERVICE LEVEL						
Severity Level I (MTTR)	see 1.1	0.05	2	10.50	5.25	
Severity Level II (MTTR)	see 1.2	-29.89	6	12.11	2.02	
Tier I Availability*	99.999%	100.000%	N/A	N/A	N/A	
Tier II Availability*	99.99%	99.845%	N/A	N/A	N/A	
Tier III Availability*	99.9%	99.999%	N/A	N/A	N/A	
Tier IV Availability*	98%	TBD	N/A	N/A	N/A	
Site Chronic Problem	see 1.3	7				
PMO Escalation	see 1.4	0%				
STANDARD SERVICE LEVEL						
Severity Level 3 Tickets Responded to on Time*	100%	99.5%		586	3	2.50
Trouble Tickets Not Reopened	98%	98.53%				
Service Requests Not Ticket Reopened	98%	99.26%				
On-Time Completion of Services*	95%	99.04%				
On-Time Completion of Projects*	95%	TBD				
Time to Dispatch* (Severity 1 & 2)	98%	75%				
SYSTEM SERVICE LEVEL						
	November	December	January			
Severity Level I	0.00	0.00	-3.25			
Severity Level II	-67.61	-34.32	-29.89			
Tier I Availability*	100.000%	100.000%	100.000%			
On-Time Completion of Service*	96.36%	98.37%	99.04%			
On-Time Completion of Projects*	TBD	TBD	TBD			

Operations						
All Trouble Tickets by Type	Count	%	Avg. Time	Sev 1	Sev 2	Sev 3
Legacy Voice	324	57%				
IPT	64	11%				
Data	116	20%				
Call Center	46	8%				
Security	18	3%				
<b>Total</b>	<b>568</b>	<b>100%</b>				
Volumes	Count	Notes	MAC Closed		Count	%
Activities Created	2430		Voice Hard MAC		565	51%
Activities Resolved	1814		Call Center Hard MAC		8	1%
% Resolved	75%		Hard MAC Subtotal		573	52%
Requests for Information	Count	Avg. Time	Voice Soft MAC		324	29%
Requests	139		Call Center Soft MAC		0	0%
<b>Total</b>	<b>139</b>		PON Change (BILL)		36	3%
			Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)		18	2%
			Non Billable (911A,911D,NSOF,PRMN,NHRD)		25	2%
			Soft MAC Subtotal		403	36%
			T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)		7	1%
			T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)		11	1%
<b>AZNET Support Desk ACD Stats</b>	<b>Count</b>	<b>%</b>	T&M Data (LBD1,LBD2,LBD3,LBDQ)		13	1%
Offered	661		T&M Security (LBS1,LBS2,LBS3,LBSQ)		29	3%
Answered	628	95%	Equipment only (EQON)		5	0%
Terminated (voicemail)	24	4%	LVL1		66	6%
Abandon (hang-up)	9	1%	Misc. MAC Subtotal		131	12%
Avg. Time to Answer	5 sec.		<b>Total</b>		<b>1107</b>	<b>100%</b>

### Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.